Technology Support Analyst

DESCRIPTION OF WORK:

This is analytical work in providing consultation, support, and/or training to clients of computer or other technology-based systems. Employees are located throughout the state in agencies and universities. Employees may provide technical support of hardware, applications, operating systems and networking. This level requires a broad understanding of a wide variety of technologies to effectively support clients' technical needs. Employees at this level are not usually involved in application development or network design; but may participate in system integration and network analysis activities.

Employees interact with a broad range of clients requiring strong communication skills and ability to use a wide variety of technical resources for providing a higher level technical support to clients than the Technology Support Technician level. Employees at this level generally provide both routine and non-routine support for a broad range of information related technologies, or may provide in-depth support for a more narrowly defined area of technology. Employees refer highly complex or difficult technical problems to a higher-level Technology Support Specialist or other technical resource for that particular technology question.

EXAMPLES OF COMPETENCIES:

CONTRIBUTING:

- **Project Management:** Ability to participate as a productive project team member through timely completion of assigned tasks.

- **Technical Knowledge:** Knowledge of technology principles and terminology associated with the work unit and area of responsibility.

- **Technical Solution Development:** Knowledge of own specialty with ability to integrate and coordinate elements of that specialty.

- **Technical Support:** Ability to solicit relevant information from client in order to sufficiently describe non-routine problems to technical expert, and effectively communicate solution to client.

- **Consultancy Skills:** Ability to determine client needs and effectively communicate back to technical experts.

JOURNEY

- **Planning and Organizing:** Ability to organize and follow complex and/or detailed technical procedures.

- **Project Management:** Ability to participate as a project team member and make recommendations for routine problem solutions.

- **Technical Knowledge:** Ability to mentor or train peers and others.

- **Technical Solution Development:** Ability to document solutions that solve client problems and clearly present these solutions.
  Integrates knowledge and skills from a range of technologies to address work assignments.
  Implements appropriate technologies.

- **Technical Support:** Ability to independently resolve routine and non-routine problems.
  Ability to solve problems and perform diagnostics on software and/or hardware.
  Ability to communicate and Interact with hardware and software vendors as appropriate to solve problems.

- **Consultancy Skills:** Ability to consult with clients and higher-level specialists and analysts to resolve technical problems and ensure customer satisfaction.

ADVANCED

- **Planning and Organizing:** Ability to create and lead ad hoc work groups to analyze problems, develop solutions, and communicate solutions effectively.

- **Project Management:** Ability to lead projects that require directing the work of others and with some latitude on actions or decisions.

- **Technical Knowledge:** Significant knowledge of technical area and may serve as technical resource for other technicians.

- **Technical Solution Development:** Ability to develop and/or implement information technology solutions to enhance organizational success.

- **Technical Support:** Ability to identify trends and make suggestions for technical modifications to solve existing and future problems. Extensive knowledge to of develop and/or implement information technology solutions to enhance organizational success.

- **Consultancy Skills:** Ability to analyze and assess customer needs to develop effective and appropriate solutions.

MINIMUM TRAINING AND EXPERIENCE:

Graduation from a two year technical college with a major in computer science, information technology or related area and one year in the information technology field related to the position's role; or graduation from a four year college or university and one year experience in the information technology field related to the position's role; or graduation from a four year college or university with a major in computer science or information technology or related degree. Related information technology experience may be substituted year for year for the required education.

Special Note: This is a generalized representation of positions in this class and is not intended to reflect essential functions per ADA. Examples of competencies are typical of the majority of positions, but may not be applicable to all positions.

Degrees must be received from appropriately accredited institutions.